Multifamily Asset Management Portal (MAMP) Technology Release Notes

July 10, 2015

Fannie Mae will implement Multifamily Asset Management Portal (MAMP) Release 4.3 on August 14, 2015, which will include several new areas of functionality and automation related to Credit Services requests as well as Financial Statement and Property Inspection workitems.

Highlights

- **NEW** Borrower Requests Dashboard that will allow Servicers to submit and track various asset management requests typically handled by Credit Services (Drawer AM/Structured AM/Drawer Insurance)
- **NEW** Servicer-initiated "unlock" function for Satisfied Financial Statement workitems that will allow Servicers to enact necessary data corrections without Fannie Mae intervention
- **NEW** and easy identification of past due and maturity Financial Statement and Property Inspection workitems on MAMP dashboard screens
- **NEW** functionality to request Fiscal Year End (FYE) changes to Financial Statement workitems related to Seniors Housing properties
- Compatibility with Internet Explorer (IE) Version 11 browser

Introduction

Fannie Mae will release an enhanced version of the Multifamily Asset Management Portal. The enhanced version will include a new dashboard to automate submissions of various asset management related requests as well as enhancements to other existing dashboards as outlined below.

1. <u>New 'Borrower Requests' Dashboard:</u>

A new Borrower Requests (BR) dashboard will be added to automate submissions of various asset management related requests. Servicer users will no longer be required to submit requests via manual email.

- This new dashboard will be available on the MAMP home page and provides the following capabilities to servicer users:
  - Ability to create requests at both loan/property and deal level
  - Ability to create a request for a single loan, multiple loans, or a single deal
  - Ability to upload required supporting documentation
  - Ability to modify, withdraw, delete, and copy created requests

  - Ability to track request status throughout the entire process
  - Ability to systematically receive approval letters and other documents from Fannie Mae
  - Ability to systematically receive notification of incorrect or incomplete requests back from Fannie Mae for correction and resubmission
  - Ability to receive real time email notifications at various stages throughout the process thus eliminating the need for manual emails or phone calls. The automated email notification for a request will be sent to the servicer user who creates the request in MAMP.
- Users can initiate a request by the specifying Master Request Type:
  - Delegated
  - Delegated – Insurance
  - Assumption / Transfer
  - Drawer Asset Management
  - Drawer Insurance
  - Priority Borrower
  - Seniors Asset Management
  - Structured Asset Management (Bulk Deliveries/Credit Facilities)
- Roles for Borrower Requests Module:
  - A new role 'LSTransSubmitBR' will be created to provide create/update/submit functionality. Servicer users will need to request this new role by using the User Registration form available on the Fannie Mae website.
  - Users with access to existing roles of LSTransViewPI and/or LSTransViewFS will have 'View Only' access.
- In addition to the User Guide that will be available in the Guides and Tables section of the Portal, a submission process guide will also be available.

2. <u>Enhancements to Financials Statements (FS) Dashboard:</u>

Financial Statements Dashboard:

- Servicer users with 'LSTransApprovalFS' role will be able to unlock 'Satisfied' Financial Statements workitems to 'Resubmission Required'. Servicers will no longer need to contact the general mailbox or their SRM contact to re-open workitems requiring correction.
- Assignment function, column, and search field will be retired.
- Past due Financial Statement workitems will now be displayed in red text and have a past due indicator (a bolded, red exclamation point) on the left side of the results grid for easy identification.

Financial Statements Dashboard Export:

- Three new columns will be added to the FS dashboard results grid export file:
    - Combined NOI
    - Combined DSCR
    - Physical Occupancy %

Financial Statements Form 4254 tab:

- Fannie Mae asset manager name will be displayed on the form page.
- All baseline income and expense line items that are currently displayed will be removed from the form page.

Financial Statements Quality Control (QC) Dashboard:

- A new column, Property Address, will be added.
- A per-unit actual value will be displayed for failed line items where the edit logic uses a Per Unit calculation or compare.
- A new validation message will be added to the Correct Current and Correct Previous action links to confirm that an actual correction was made.
    - When a user employs the ‘Correct Current’ or ‘Correct Previous’ links, but does *not* make any correction, the system will prevent submission without correction. If no changes are required, users will have to ‘Cancel’ the correction process.

3. <u>Enhancements to Property Inspection (PI) Dashboard:</u>

Property Inspection Dashboard

- Past due inspection work items will be displayed in red text and have a past due indicator (a bold, red exclamation point) on the left side of the results grid for easy identification.
- Maturity inspection workitems will be highlighted yellow in the results grid.
- Six new columns will be added to the dashboard results grid:
    - Overall Inspection Rating
    - Actual Inspection Date
    - Most Recent DSCR
    - DSCR Period
    - Combined Property Current UPB
    - Outstanding Modification Request
- Four existing columns will be removed from the dashboard results grid:
    - Due Date Modification Status
    - Required # of Units Modification Status
    - Required # of Photos Modification Status

    - LS Assigned
- Assignment function, column, and search field will be retired.

Property Inspections Dashboard Export:

- The dashboard results excel export file will have the same default sort and same columns added and removed as on the dashboard.
- Additionally, the excel export file will include additional columns to indicate past due and maturity management workitems.

4. <u>Enhancements to Catastrophic Events (CE) Dashboard:</u>

- A new ‘Servicer Loan Number’ search filter will be added; this filter will allow multiple entries separated by a comma.

5. <u>Enhancements to Data Change Request (DCR) Dashboard:</u>

- Users will be able to request ‘Fiscal Year End (FYE)’ changes for Seniors Housing properties; this functionality is already available for Non-Seniors Housing properties.

6. <u>New Reports:</u>

- <u>PF Unlock Detail Report:</u> This report will provide information on unlocked Financial Statement workitems, including who initiated the unlock and whether unlocked workitems were submitted with or without a data correction. This report will be populated at a workitem level.
- <u>PF Unlock Summary Report:</u> This report will have similar information as the Detail report, but will include data at the Servicer portfolio and/or Reporting Period/Fiscal Year level.

7. <u>Outage Splash Page:</u>

- During production releases and scheduled maintenance windows, users will be notified with an outage splash page instead of the ‘Page not found’ error.

8. <u>Guides and Templates Page:</u>

- New links will be added to include ‘Action Plans Submission Process Guide’, ‘Action Plans Data Dictionary’ and ‘Borrower Requests Submission Process Guide’ documentation.
- The existing Portal Guide for Servicers will be updated to reflect the new Borrower Requests functionality.

9. <u>Browser Compatibility:</u>

- All MAMP pages and functions will be optimized to work with Internet Explorer (IE) version 11 version. As a reminder, other browsers (Safari, Mozilla, Google Chrome, etc.) are not recommended to run the MAMP application.

Effective Date

This MAMP release will go into production on August 14, 2015.

Questions

Please contact your Servicer Relationship Manager with any questions.